

DPH PI Team: Building our QI Tool Box

Day 1: Brainstorming & Affinity Diagrams

QI Tools

- ▶ How we implement QI
 - ▶ From how we decide what to do a project on
 - ▶ To how we decide whether to take action or not

3 Types of QI Tools

- ▶ 1) Models & Methods
- ▶ 2) People Centric
- ▶ 3) Data Centric

QI Models and Methods

- ▶ What is your framework?
 - ▶ PDSA
 - ▶ IHI Model for Quality Improvement
 - ▶ Used in all other models
 - ▶ Lean/Six Sigma
 - ▶ Lean = eliminate non-value activities
 - ▶ Six sigma = statistical quality control methods
 - ▶ Kaizen Event
 - ▶ “Change for the better”
 - ▶ Focus on elimination of waste in a process/system

People-Centric Tools

- ▶ Tools that involve discussion, idea generation
- ▶ Today's tools are people-centric tools
 - ▶ Brainstorming & Affinity diagrams

Data-Centric Tools

- ▶ Tools that help you make a decision based on numbers and measurement
 - ▶ Charts, plots, diagrams and maps
 - ▶ Typically compare before vs. after the strategy is implemented

How Tools All Fit Together



Today's Tools: Brainstorming & Affinity Diagrams

▶ Brainstorming

- ▶ Tool for generating a multitude of ideas in a group situation
- ▶ Sparks creativity and ideas from ideas
- ▶ No wrong or bad ideas

Today's Tools: Brainstorming & Affinity Diagrams con't

- ▶ Affinity Diagrams
 - ▶ What comes after Brainstorming
 - ▶ A way to identify common themes
 - ▶ Organizes ideas into topics

Storyboard Example

- ▶ See handout.